CONTRACT #4 RFS # 343.20-028

Department of Health

VENDOR: Tennessee Opportunity Programs, Inc. (TOPS)



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OCT 0 2 2006

FISCAL REVIEW

STATE OF TENNESSEE DEPARTMENT OF HEALTH ANDREW JOHNSON TOWER

710 JAMES ROBERTSON PARKWAY NASHVILLE, TENNESSEE 37247

September 20, 2006

Commissioner David Goetz Finance & Administration Tennessee Tower

Dear Commissioner Goetz:

Submitted for your review and approval is a request to amend the fee for service contract FA-04-15894-02 with Tennessee Opportunity Programs, Inc. (TOPS). This contract is resultant from RFP 343.20-01 for the provision of personnel to conduct a monthly telephone survey for the Behavioral Risk Factor Survey System (BRFSS), a Centers for Disease Control and Prevention (CDC) program. The survey consists of questions regarding health related behaviors that could have an adverse impact on the population's health. The current contract stipulates that TOPS provides up to twenty telephone interviewers, and administrative and supervisory staff to schedule, monitor and train the interviewers.

In April 2006, the Department received another grant award from CDC for conducting a very similar survey pertaining to pregnancy, the Pregnancy Risk Assessment and Monitoring System (PRAMS). This is a first time award to Tennessee for the PRAMS program.

The Department has had a long standing relationship with TOPS conducting the BRFSS survey. The TOPS staff are well trained in how to conduct a survey that addresses sensitive personal health issues, and are familiar with the use of a CATI (Computer Assisted Telephone Interview) automated telephone interviewing system, thus reducing the amount of training time needed and performed by Department BRFSS staff if another vendor is utilized.

The hours of BRFSS and PRAMS interviewing are similar, evenings, mornings, and weekends. TOPS has a pool of twenty trained interviewers to cover the erratic schedule. The number of PRAMS surveys to conduct is extremely small, possibly 300, compared to over 3,000 for BRFSS. State PRAMS staff will be conducting interviews during normal business hours, reducing the number of interviews to be complete by TOPS staff. TOPS has a sufficient number of interviewers with supervision that can handle the anticipated small number of PRAMS surveys during evening hours and weekends.

There are a number of unknowns in starting up a new program. It would be in the best interest of the State to utilize the existing TOPS contract for the PRAMS interviewing because of their proven track record conducting the BRFSS survey.

Sincerely,

Kenneth S. Robinson, M.D.

Commissioner

REQUEST: NON-COMPETITIVE AMENDMENT

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	- page 76 Page A. J

Commissioner of Finance & Adition EVIEW

•	EACH	REQUEST ITEM BELOW MUST BE DETAILED OR ADDRESSED AS RI	EQUIRED.									
1)	RFS#	343.20-028-04										
2)	State Agency Name :	Department of Health										
		EXISTING CONTRACT INFORMATON										
3)	Service Caption :	Provision of personnel to conduct a monthly statewide telepho for the Behavioral Risk Factor Surveillance Survey (BRFSS).	ne survey that will gather information									
4)	Contractor:	Tennessee Opportunity Programs, Inc. (TOPS)										
5)	Contract #	FA-04-15894-02										
6)	Contract Start Date : April 1, 2004											
7)	7) <u>Current</u> Contract End Date IF <u>all</u> Options to Extend the Contract are Exercised : March 31, 2009											
8)	Current Total Maximum	Cost IF <u>all</u> Options to Extend the Contract are Exercised :	Approximately \$585,000									
		PROPOSED AMENDMENT INFORMATON										
9)	Proposed Amendment #		03									
10	Proposed Amendment E (attached explanation reg	ffective Date : uired if date is < 60 days after F&A receipt)	December 1, 2006									
11)	Proposed Contract End	Date IF <u>all</u> Options to Extend the Contract are Exercised :	March 31, 2009									
12	Proposed Total Maximu	m Cost IF <u>all</u> Options to Extend the Contract are Exercised :	Approximately \$615,000									
13) Approval Criteria : (select one)	use of Non-Competitive Negotiation is in the best interest	of the state									
		only one uniquely qualified service provider able to provi	de the service									
14) Description of the Prope	osed Amendment Effects & Any Additional Service :										
Ad	d additional funding and lar others and their recent preg	nguage for more contractor personnel to conduct another behavior nancy.	ral risk type of survey particular to new									
15) Explanation of Need for	the Proposed Amendment :										

The Department has received a grant from the Centers for Disease Control an survey of new mothers about their health related behaviors during their most reasonable. Assessment Monitoring System (PRAMS). This is a first time award to the Department serves the same purpose of the BRFSS survey, assessing the behavior adverse health related behaviors and socio-economic factors. The exact amount anticipated to be small, approximately 1,000 hours annually. The contract as a broaden the scope to allow for conducting the PRAMS survey and other health	ecent pregnancy. The program is called Pregnancy Risk partment for the PRAMS project. The PRAMS survey ors of the population surveyed to measure the impact of unt of additional personnel hours is not known, but is written is specific to BRFSS. This amendment would
16) Name & Address of Contractor's Current Principal Owner(s): (not required if proposed contractor is a state education institution)	
Thomas Barnes, 2803 Foster Avenue, Nashville, TN 37210	
17) Documentation of Office for Information Resources Endorsement : (required <u>only</u> if the subject service involves information technology)	
select one: Documentation Not Applicable to this Request	Documentation Attached to this Request
18) Documentation of Department of Personnel Endorsement : (required <u>only</u> if the subject service involves training for state employees)	
select one: Documentation Not Applicable to this Request	Documentation Attached to this Request
19) Documentation of State Architect Endorsement : (required only if the subject service involves construction or real property)	related services)
select one: Documentation Not Applicable to this Request	Documentation Attached to this Request
20) Description of Procuring Agency Efforts to Identify Reasonable, Com	npetitive, Procurement Alternatives :
Given the anticipated low volume of PRAMS telephone surveys and the need information that the survey collects, utilization of the existing contractor was a interviewers while surveys are being conducted including after hours and week contractor that would include the supervision for only one interviewer.	logical decision. TOPS provides supervision of their
21) Justification for the Proposed Non-Competitive Amendment :	
The PRAMS survey content serves the same purpose of the BRFSS survey, a measure the impact of adverse health related behaviors and socio-economic for this amendment would broaden the scope to allow for conducting the PRAMS needed. The exact amount of additional personnel hours is not known, but is a of approximately \$15,000 per year or less. Had the Department known that the RFP for BRFSS telephone surveyors was developed, the scope would have surveys. TOPS has an excellent record for providing quality personnel to consurveys in a professional and confidential manner utilizing a similar automated training needed. The existing BRFSS survey is conducted on site at the Department and evenings. Supervision of the surveyors is provided by TOPS. TOPS has schedule. The number of PRAMS surveys to conduct is extremely small, possinterviews during normal business hours, reducing the number of interviews to weekends. TOPS has a sufficient number of interviewers that can handle the be scheduled at the same times as BRFSS survey in the evenings and weekends.	actors. The contract as written is specific to BRFSS. It is survey and other health related telephone surveys as anticipated to be less than 1,000 hours annually, at a cost of e PRAMS grant was to be awarded to Tennessee when we been broader to encompass multiple health related duct sensitive personal health information telephone is survey software system, thus reducing the amount of partment seven days a week, at random times of the day a pool of twenty trained interviewers to cover the erratic sibly 300. State PRAMS staff will be conducting to be complete by TOPS staff during the evening and anticipated small number of PRAMS surveys that could
REQUESTING AGENCY HEAD SIGNATURE & DATE: (must be signed & dated by the <u>ACTUAL</u> procuring agency head as detailed oby an authorized signatory will be accepted only in documented exigent circum	on the Signature Certification on file with OCR— signature instances)
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Agency Head Signature	Date

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AMENDMENT 03 TO FA-04-15894-00

This Contract by and between the State of Tennessee, Department of Health, hereinafter referred to as the State, and Tennessee Opportunity Programs, Inc., hereinafter referred to as the Contractor, is hereby amended as follows:

- 1. Delete Section B.1 in its entirety and insert the following in its place:
 - B.1. <u>Contract Term.</u> This Contract shall be effective for the period commencing on April 1, 2004 and ending March 31, 2008. The State shall have no obligation for services rendered by the Contractor which are not performed within the specified period.
- 2. Delete Section C.1 in its entirety and insert the following in its place:
 - C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed Five Hundred Forty-Five Thousand Five Hundred dollars (\$545,500). The Payment Rates in Section C.3 shall constitute the entire compensation due the Contractor for the Service and all of the Contractor's obligations hereunder regardless of the difficulty, materials or equipment required. The Payment Rates include, but are not limited to, all applicable taxes, fees, overheads, profit, and all other direct and indirect costs incurred or to be incurred by the Contractor.

The Contractor is not entitled to be paid the maximum liability for any period under the Contract or any extensions of the Contract for work not requested by the State. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the State requests work and the Contractor performs said work. In which case, the Contractor shall be paid in accordance with Payment Rates detailed in Section C.3. The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.

3. Delete the first paragraph on page one in its entirety and insert the following in its place:

This Contract, by and between the State of Tennessee, Department of Health, hereinafter referred to as the "State" and Tennessee Opportunity Programs, Inc. (TOPS), hereinafter referred to as the "Contractor," is for the provision of personnel to conduct monthly statewide telephone surveys that will gather information for the Behavioral Risk Factor Surveillance Survey (BRFSS), Pregnancy Risk Assessment and Monitoring Survey (PRAMS), and other health related surveys on an as needed basis as further defined in the "SCOPE OF SERVICES."

4. Delete Section A.1 in its entirety and insert the following in its place:

A.1. The Contractor shall:

- a. Conduct, by telephone, a prepared, State approved, statewide Behavioral Risk Factor Surveillance Survey to determine the prevalence rates of lifestyles of adult Tennesseans, as required by federal grant number U58/CCU422782, the Chronic Disease Prevention & Health Promotion Programs Cooperative Agreement, which began on June 30, 2003, and continues through June 29, 2008. The data results will be collected electronically and stored electronically on the Department of Health's Network Server and periodically forwarded to Centers for Disease Control (CDC) throughout a survey year. Results of the data analysis by CDC will be returned to the state within six months of the completion of a survey year.
- b. Conduct, by telephone, a prepared, State approved, statewide Pregnancy Risk Assessment and Monitoring Survey to determine the prevalence rates of lifestyles of new birth mothers in Tennessean, as required by federal grant number UR6/DP000528, Pregnancy Risk Assessment and Monitoring System Cooperative Agreement, which began on April 15, 2006, and continues through April 14, 2011. The data results will be collected electronically utilizing the CDC supplied WinCATI automated interviewing software and stored electronically on the Department of Health's Network Server. The data collected will be periodically forwarded to Centers for Disease Control (CDC) throughout a survey year. Surveyors and supervisory staff will be trained by the State in the use of the WinCATI software, recording responses and comments, handling sensitive situations, human subjects training, call dispositions and interviewer monitoring.
 - i. Interviewers and supervisory staff will be trained initially by the State in the use of the WinCATI software, recording responses and comments, handling sensitive situations, human subjects training, call dispositions and interviewer monitoring. Subsequent training of personnel will be provided by the Contractor.
 - ii. Supervisory staff shall monitor interviewers at least 10% of the time that calls are being placed to determining whether the interviewer is appropriately consenting women, administering the interviews, protecting the mother's confidentiality, responses are recorded accurately and keeping data collection forms and their stations secure. A monthly monitoring report shall be submitted to the State.
- Conduct, by telephone, other prepared, State approved, health related surveys on an as needed basis, contingent on available Contractor staff resources.
- d. Provide up to 20 telephone interviewers who will be able to conduct the telephone survey during evenings on weekdays and during the morning and afternoon on weekends.
- e. Provide one administrative supervisor position, two supervisor positions and up to 20 telephone interviewer positions to conduct the survey. A brief job description of each position is given below.

Administrative Supervisor

The administrative supervisor will be responsible for scheduling interviewers and making sure the survey is conducted properly. The person will not be responsible for compilation, editing or archiving data results. At times, conducts interviews. Serves as primary trainer of new staff.

Supervisor

The survey supervisor is responsible for managing interviewing staff during individual survey sessions; assists administrative supervisor in scheduling and training; and at times conduct interviews.

Interviewers

Conduct individual interviews by telephone of randomly selected adults who are residents of the state. Should have skill in using a personal computer.

- 6. Add the following as Section A.2.e and renumber any subsequent sections as necessary:
 - A.2.e Provide telephone numbers and perform telephone number searches.

The other terms and conditions of this Contract not amended hereby shall remain in full force and effect.

IN WITNESS WHEREOF:	
TENNESSEE OPPORTUNITY PROGRAMS, INC.:	
Gaila Fletcher, Executive Director	DATE
PRINTED NAME AND TITLE OF CONTRACTOR SIGNATORY	
TENNESSEE DEPARTMENT OF HEALTH	•
Kenneth S. Robinson, M.D., Commissioner	Date
APPROVED:	
DEPARTMENT OF FINANCE AND ADMINISTRATION:	
M. D. Goetz, Jr., Commissioner	Date
DEPARTMENT OF PERSONNEL:	
Not Applicable	
DEBORAH E. STORY, COMMISSIONER	Date
COMPTROLLER OF THE TREASURY:	
John G. Morgan, Comptroller of the Treasury	Date

DIRECTOR OF ACCOL

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